

# Improving after-hour pharmacy services for a community hospital by a remote pharmacy

**R<sub>x</sub>e-source<sup>SM</sup>**

## The abstract

An innovative means of providing after-hours pharmacy services to a 138-bed community hospital is described.

## The objective

To positively impact patient care by reviewing the medication order and performing interventions and clarifications upon receipt of the order during the night as opposed to waiting until the pharmacy opened the next morning.

## The solution

- Remotely emulate the hospital pharmacy patient profile system
- Receive orders via facsimile or electronic imaging technology
- Input medication orders into the patient profile
- Document all clinical actions and interventions
- Interact with hospital nursing and medical staff as necessary
- Report after-hour activity to hospital pharmacy in the morning
- Review period from Dec. 2002-Sept. 2003

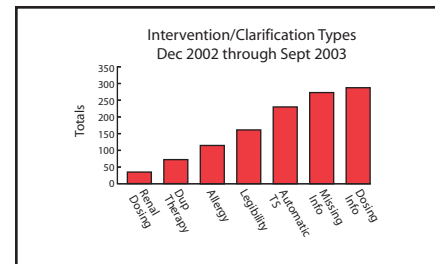
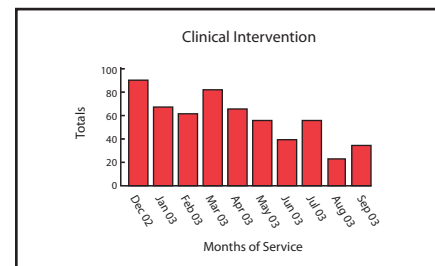
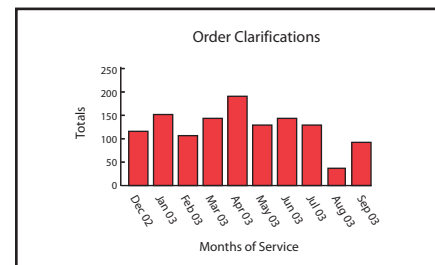
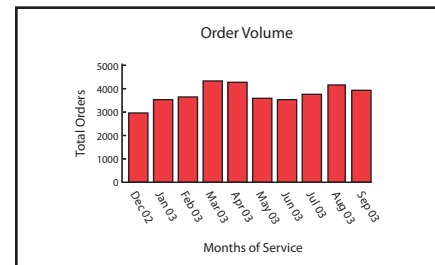
## The results

Remote pharmacy service activities contributed the following:

- Total number of orders reviewed 37,430
- Total number of interventions/clarifications 1,855
- Most frequent types of interventions/clarifications
  - Renal Dosing 1.5%
  - Duplicate Therapy 3.5%
  - Allergy 4.3%
  - Legibility 7.5%
  - Non-Formulary 8.5%
  - Automatic Therapeutic Substitutions 12.8%
  - Missing Information 15.5%
  - Dosing Information 15.9%

## The conclusion

Remote pharmacy services impacted patient care in a community hospital through timely order review and entry, clinical intervention, and by closing the continuum of care loop.



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